HGS™
HINDUJA GLOBAL SOLUTIONS

September 23, 2021

BSE Limited
Corporate Relation Dept.
P. J. Towers, Dalal Street
Mumbai 400 001.
Scrip Code : 532859

National Stock Exchange of India Ltd.
"Exchange Plaza",
Bandra Kurla Complex, Bandra (E)
Mumbai - 400 051.
Symbol : HGS

Dear Sirs,

Sub: Presentation at 26th Annual General Meeting

Please find attached herewith the Presentation being made at the 26th Annual General Meeting of the Company being held today.

Thanking you,

Yours faithfully,
For **Hinduja Global Solutions Limited**

Narendra Singh
Company Secretary

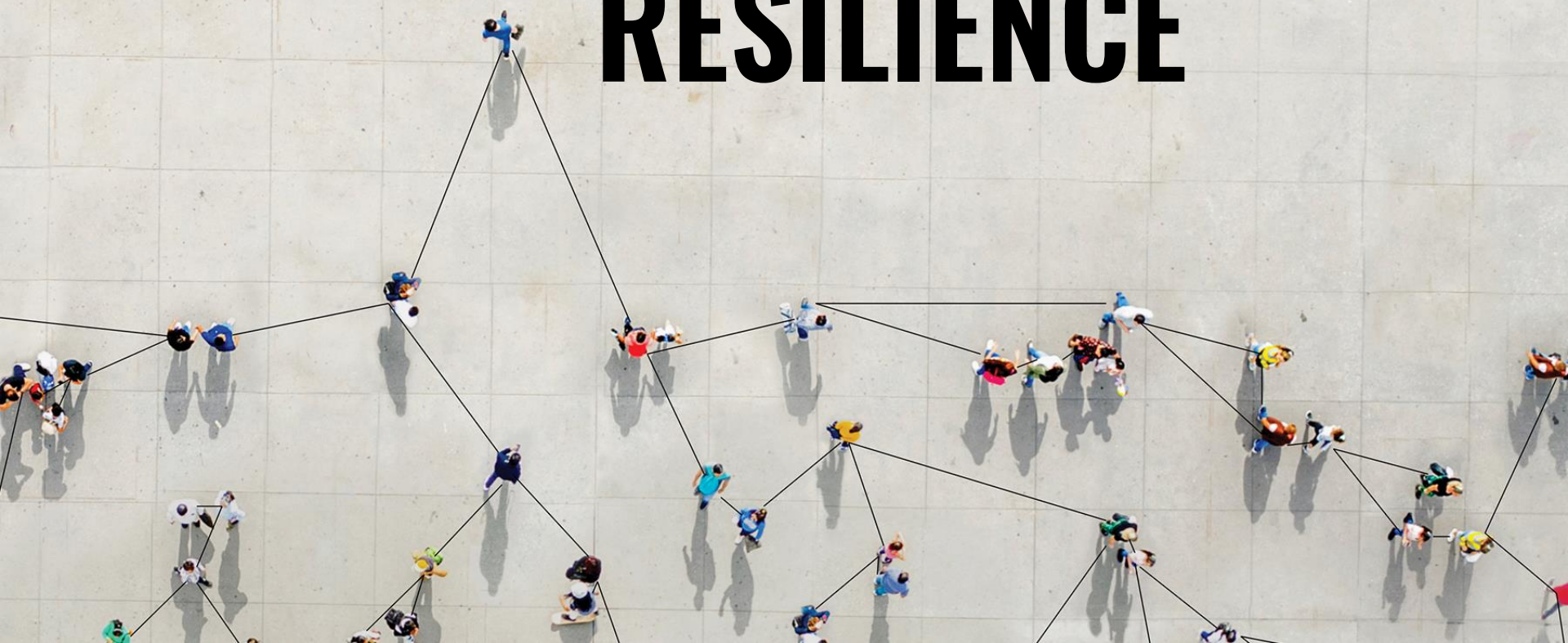
Encl : As above.

FY 2020-21

26th ANNUAL GENERAL MEETING

HGS™
HINDUJA GLOBAL SOLUTIONS

LEADING WITH RESILIENCE



Safe Harbour Statement

Certain statements in this presentation concerning our future growth prospects are forward-looking statements, which involve a number of risks and uncertainties that could cause actual results to differ materially from those in such forward-looking statements.

HGS At A Glance

Optimizing the Customer Experience… helping our Clients become More Competitive

$754 Million in Revenue

56 Delivery Centers

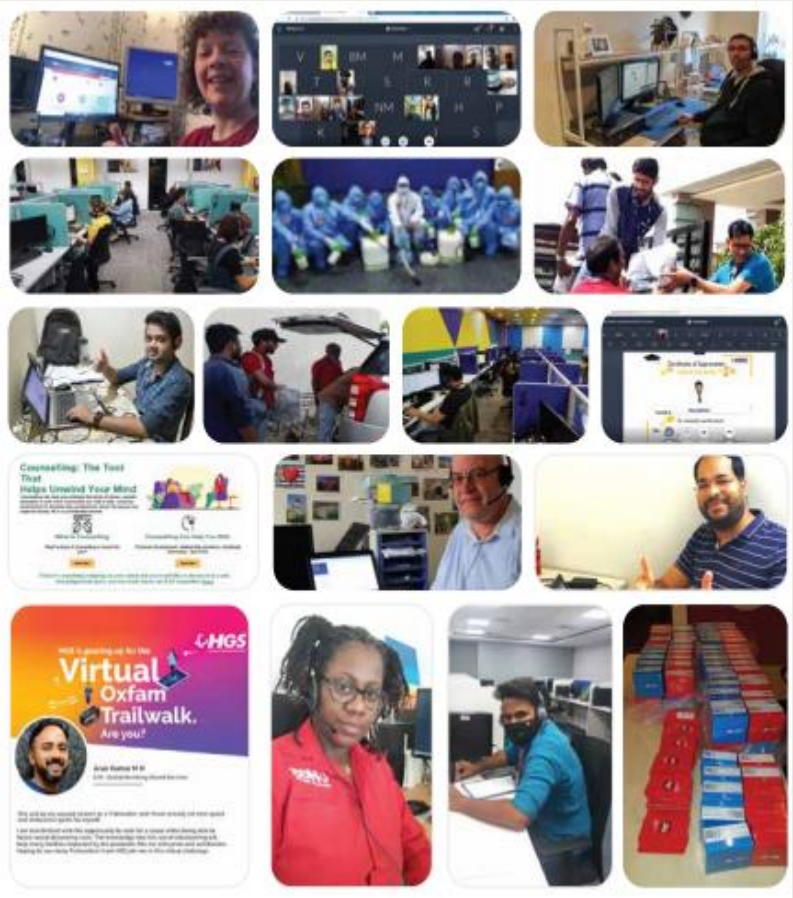
07 Countries

39,889 Employees

254 BPM clients

Notes:
* All nos. are as of March 31, 2021
**UAE Sales Office

HGS Showed Its Resilience During The Pandemic



Early FY2021:

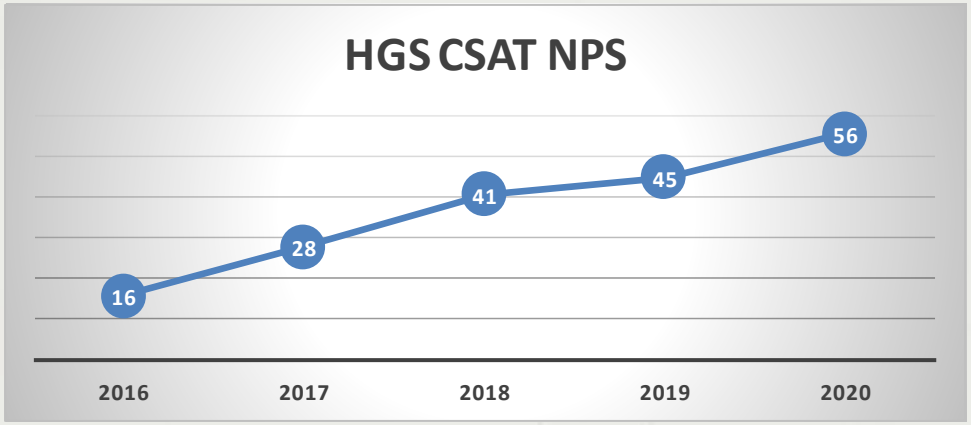
- Focus on enabling various infrastructure to sustain the experience for our clients, their customers, our employees and prospective employees
  - Shifted to Work@Home model
  - Creating customized business continuity and technology-enabled solutions for clients
  - Virtual mode for employee engagement
  - Supporting the community through remote employee volunteering

Second Half of FY2021:

- Focus on sustaining experience for all stakeholders through a hybrid delivery model, led by Work@Home
  - Drove holistic employee well-being
  - Programs/ policies to support employees and families during COVID second wave
  - Focus on improving productivity
  - Community interventions

What Our Clients Are Saying About Us

According to our clients, HGS is an experienced and trusted partner.



"The HGS team is very committed to our partnership, and this shows in how we collaborate. Their strong understanding of our business needs has been a great enabler, especially in these challenging times."

Director, Leading BFS Company

"HGS' strong professionalism, high quality focus, leadership development, and collaborative approach are our key takeaways from our enduring partnership with them over the years…"

Sr. Vice President, Leading Healthcare Company

60%
of customers have >10 years tenure

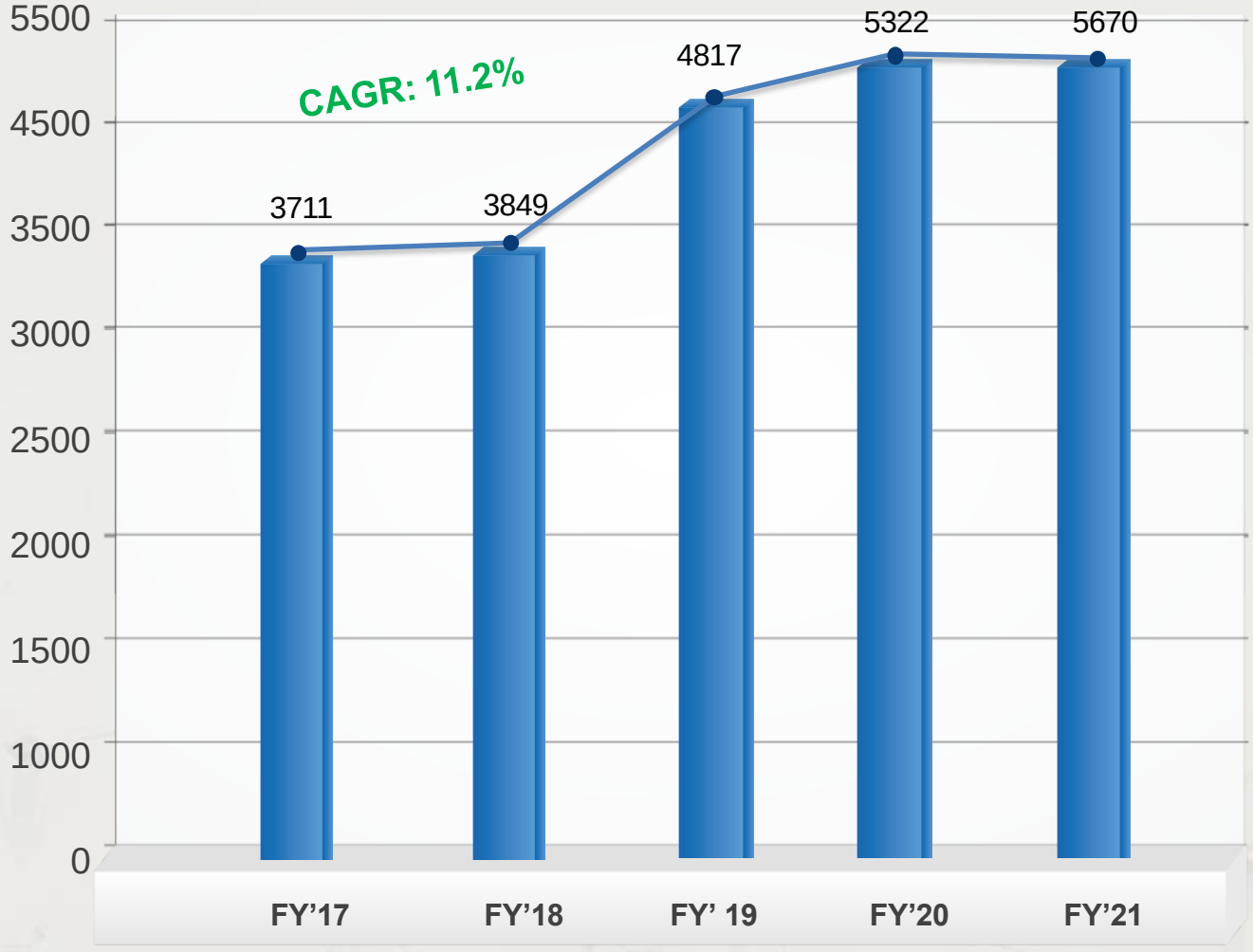
Flexible…
Easy to do business.

HGS HINDUJA GLOBAL SOLUTIONS

Performance Snapshot

Leading With Resilience - Continued Traction In Revenue Growth

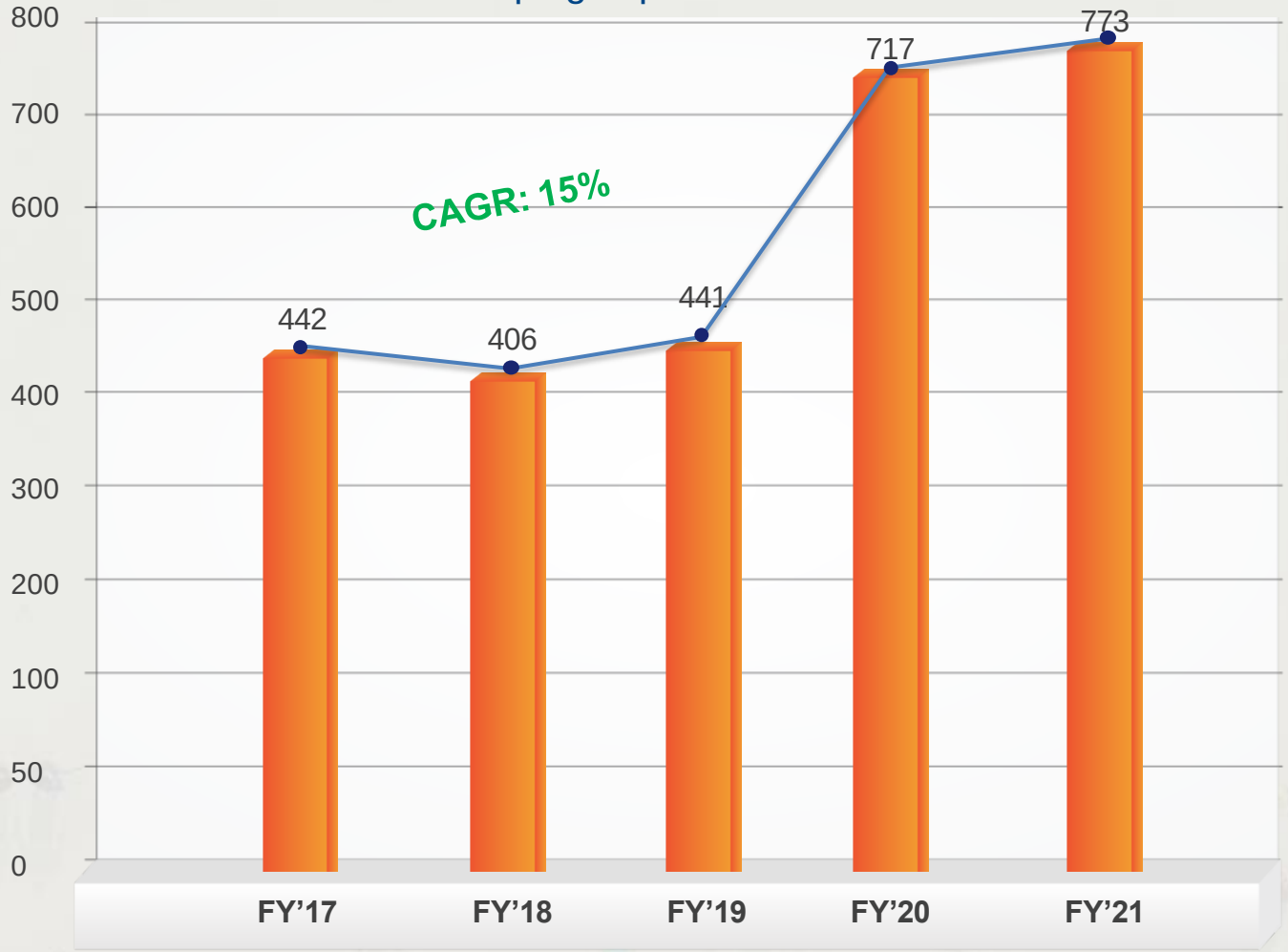
Another strong year led by a robust performance in the UK Public Sector and the Healthcare verticals



Revenue (INR. Cr)

Leading With Resilience - Strong Growth In EBITDA

Focus on continuous optimization measures and efficiencies helping expand EBITDA

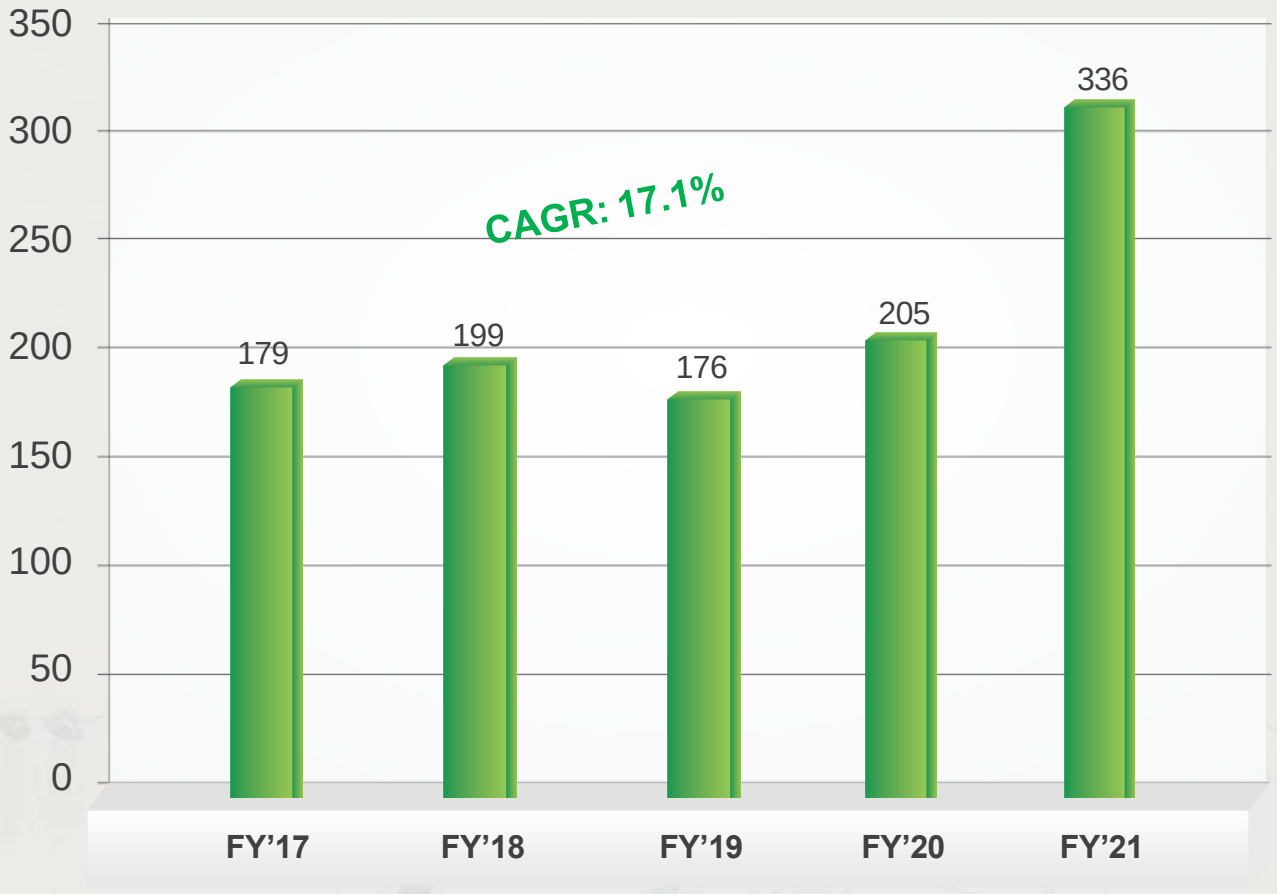


EBITDA (INR. Cr)

* For all years, EBITDA has been computed, excluding losses on account of FX fluctuations, which have been adjusted against Other Income.

Leading With Resilience – Exceptional PAT Performance

FY2021 PAT has been the highest-ever for HGS



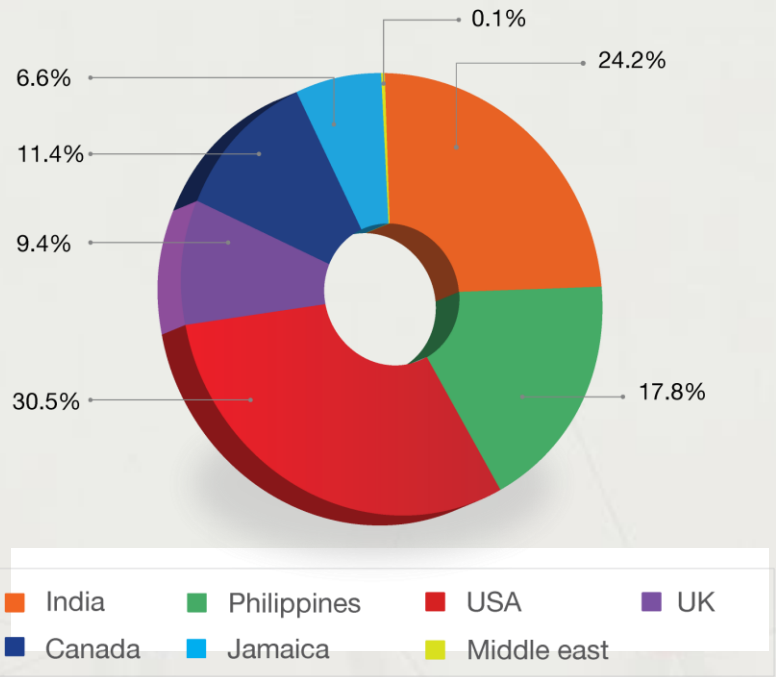
PAT (INR. Cr)

Note:- FY 2018 numbers have been recast and presented on account of the merger of HGS International Services Private Limited with Hinduja Global Solutions Limited

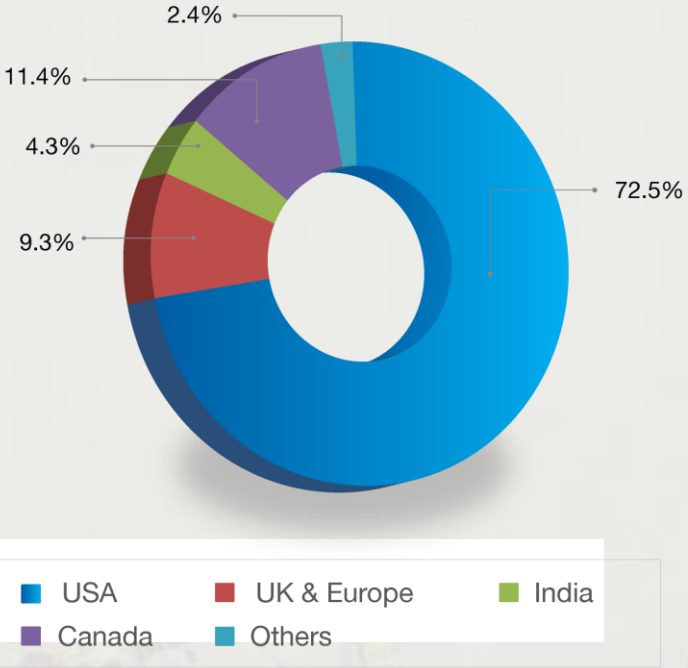
Revenue By Delivery Location

FY '20-'21

Revenue Split - by Delivery Location



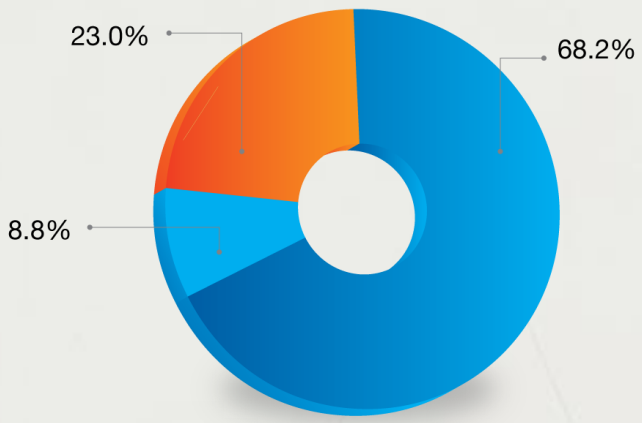
Revenue by Origination



Client Concentration and Channel Mix

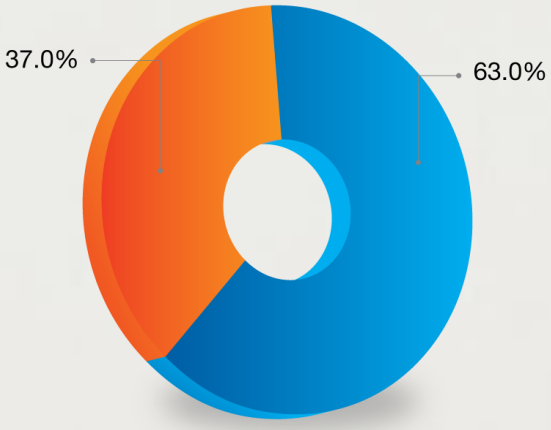
FY '20-'21

Channel Mix



Voice CRM | Digital CRM | Transaction Processing

Client Concentration



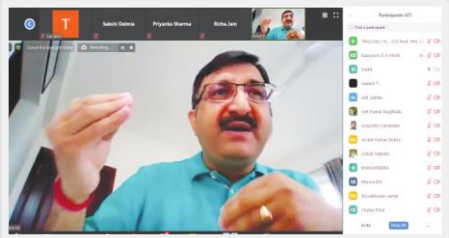
Top 10 Clients | Others

HGS is a Socially Responsible Organisation

Work to Give
for a Better Tomorrow

In India, a contribution of **INR 4.81 Cr.** was made during FY2021 through various NGO partners

In FY2021, over **13,500** employee volunteers contributed 50,000+ hours globally towards various social causes (environment, education, community development, skilling and COVID-19 care support, etc) and reached over 2,10,000 lives through their efforts



Way Forward

Great Start To FY2022

Q1 FY2022 has been another strong quarter for HGS

- Revenue up by 25.5% YoY to Rs. 1,550 Cr
- EBITDA @ Rs. 232 Cr, a growth of 59.2% YoY
- Net profit @ Rs. 117 Cr, a growth of 137.7% YoY

Unlocking significant value in the business – Deal announced on August 9, 2021

- Divestiture of Healthcare Services business vertical - one of our 9 business verticals
- Transaction based on enterprise value of US$ 1,200 million, subject to closing adjustments
- HGS will transfer all client contracts, employees and assets related to Healthcare Services business only
- Services to Healthcare clients delivered by the HGS Digital and HRO/ Payroll businesses will continue to be part of HGS' portfolio

What Next – Realign as HGS 2.0

Focus on growing our Digitally-Enabled CX capabilities

- A Modern Digital CX Strategy
- Operate at the Nexus
- Leverage the 3As – Analytics, Automation, AI in a Cloud-first model
- Intelligently integrate people to design Experiences and deliver Insights
- Continuously optimize
- Make our clients more competitive

Strategically invest in future growth of our CES and Digital businesses – both organic and acquisitions, Drive strong double-digit growth in topline and margins (low to mid teens), Reduce debt and Explore some form of reward for shareholders

THANK YOU
Gear up for season 3 of our Stay Cheerful Challenge Fitness sessions!
Coming soon
Welcome to the 8TH ANNUAL STARDOM AWARDS
HGS digital